

## Appendix C

# Social Due Diligence Report

Document Stage: Bidding Stage

March 2019

## Himachal Pradesh Skill Development Project

**Sub Project - Establishment of Rural Livelihood Center at Bijahi in Mandi District**

**Prepared by the Government of Himachal Pradesh for the Asian Development Bank.**

The social Due Diligence Report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

## **ABBREVIATIONS**

ADB	Asian Development Bank
CLC	City Livelihood Centre
CPCB	Central Pollution Control Board
DEA	Department of Economic Affairs
DoLE	Department of Labour and Employment
DTE	Department of Technical Education
DoUD	Department of Urban Development
DOHE	Department of Higher Education
EAC	Environmental Appraisal Committee
EIA	Environmental Impact Assessment
EMP	Environmental Management Plan
ESMF	Environmental and Social Management Framework
ESSP	Environmental and Social Safeguard Policy
GoHP	Government of Himachal Pradesh
GOI	Government of India
GRM	Grievance Redress Mechanism
HPSPCB	Himachal Pradesh State Pollution Control Board
IEE	Initial Environmental Examination
MCC	Model Career Centre
MOEFCC	Ministry of Environment, Forests and Climate Change
NRRP	National Rehabilitation and Resettlement Policy
PAP	Project-affected person
RLC	Rural Livelihood Center
SPCB	State Pollution Control Board
SPS	Safeguard Policy Statement
TOR	Terms of Reference

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## Executive Summary

1. The Department of Planning (DoP), Government of Himachal Pradesh, plans to implement Himachal Pradesh Skill Development Project in the state with an aim of improvement in livelihood opportunities and employability of Himachali youth aged 16 to 30 years. The outputs of the project are (a) Technical and Vocational Educational Training (TVET) in the state is scaled up and aligned to national standards, (b) market aligned skills ecosystem is created (c) access to quality training institutes is improved, and (d) capacity of HPKVN is improved as it is entrusted to deliver mandate of Himachal Pradesh Skill Development Mission (HPSDM).
2. The Department of Planning, Government of Himachal Pradesh is the Executive Agency (EA) for the project. The implementing agencies (IAs) for this project are Himachal Pradesh Kaushal Vikas Nigam Ltd. (HPKVN) an autonomous body established by GoHP, Department of Technical Education, Vocational and Industrial Training (DoTE), Department of Urban Development (DoUD), Public Works Departments (PWD) and Department of Higher Education (DoHE). The Environmental and Social Management Frame Work (ESMF) has been prepared for the project to take care of environmental and social impacts of the project and to comply with ADB SPS 2009 and local, national and State regulatory requirements. The ESMF will be followed in planning and implementation of this project. As part of project there is proposal to upgrade 11 existing Employment Exchanges into Model Career Centers (MCCs), few new MCCs, 7 Rural Livelihood Centers (RLCs), 6 City Livelihood Centers (CLCs) and one Women Polytechnic (in Rehan in Kangra district). In addition to these infrastructure facilities for skill development, 50 ITIs will be upgraded through installation of equipment to make these NSQF aligned. In addition to the above training hall and laboratories in 10 undergraduate colleges and 10 polytechnics, where vocational courses to be introduced, will be constructed.
3. To meet the ESMF and ADB SPS 2009 requirements, 'Social Due Diligence Report' has been prepared for the proposed RLC at Bijahi village in Thunag Tehsil of Mandi district.
4. The RLC proposed at Bijahi will provide facilities to the rural youth of Mandi district for skill development. The RLC will offer training program and courses as per industry needs so that locals get gainful employment after completion of training courses. The production center planned will help in promoting and guiding local youth in starting their own enterprises after completing training program at RLC. The proposed RLC is planned on a vacant and unencumbered plot owned by DORD near village Bijahi in Thunag Tehsil of Mandi district. The RLC will be a three-storey building. It will have Counseling cum Placement office, RLC Manager's room, waiting area, toilet for ladies and gents, dormitory and dining area and production halls in 3 numbers on the ground floor. On first floor, there will be practical class

rooms in 3 numbers, Computer laboratory and dormitory for 12 students, Toilets for ladies and gents and production hall in 2 numbers. On the second floor there will be production halls and dormitory for 15 students. The Sanitation facilities have been planned on all floors. The built-up area of RLC exclusive of hostel area is 950 m<sup>2</sup>. The built up area for hostel/dormitory is 750 m<sup>2</sup>. In RLC building a septic tank will be provided for 100 users. Solar panels will be installed on the roof with potential to generate 5 kW.

5. The RLC building will have adequate number of modern sanitation and drinking water facilities. Concrete gutters at the end of steel sheeting roofs will direct the rain water to underground rain water harvesting tanks. The clean rainwater runoff can be re used for horticultural purposes and for flushing in the toilet. The building is designed to cater for 24 by 7 occupancy. By locking certain doors, the dormitory sections can be sealed off from the learning and administration areas.
6. There is no requirement for acquisition of private land for the construction of RLC and associated facilities as the proposed site ownership is with DORD. The HPSPDP project as a whole has been categorized as 'C' category project, in respect of Involuntary Resettlement, as GoHP has assured ADB that all project related infrastructure will be created on GoHP owned land.
7. The construction and operation of proposed RLC will not have any impact on Indigenous People (IP) because there is no presence of such people in the vicinity of subproject site. The HPSPDP project as a whole has been categorised as 'C' category project with respect to Indigenous People.
8. The consultations with the stakeholders have been carried out and the suggestions of stakeholders have been incorporated in the sub project design. The consultations with the stakeholders will continue in future also.
9. In order to address any grievance of the stakeholders and public residing in the surroundings of subproject site, a 'Grievance Redress Mechanism (GRM)' has been established. This GRM will be functional from the start of the construction period and will remain active in the entire construction duration of 2 years.
10. The implementation of proposed sub project of RLC will not have any adverse impact on women and/or girls or will not widen gender inequality. The subproject will help in getting technical education for female students and will help employability of females in Mandi district of Himachal Pradesh.

## **A. INTRODUCTION:**

1. The Department of Planning (DoP), Government of Himachal Pradesh, plans to implement Himachal Pradesh Skill Development Project in the state with an aim of improvement in livelihood opportunities and employability of Himachali youth aged 16 to 30 years. The outputs of the project are (a) Technical and Vocational Educational Training (TVET) in the state is scaled up and aligned to national standards, (b) market aligned skills ecosystem is created, (c) access to quality training institutes is improved, and (d) capacity of HPKVN is improved as it is entrusted to deliver mandate of Himachal Pradesh Skill Development Mission (HPSDM).
2. The Department of Planning (DoP), Government of Himachal Pradesh is the Executive Agency (EA) for the project. The implementing agencies (IAs) for this project are Himachal Pradesh Kaushal Vikas Nigam Ltd. (HPKVN) an autonomous body established by GoHP, Department of Technical Education, Vocational and Industrial Training (DoTE), Department of Urban Development (DoUD), Public Works Departments (PWD) and Department of Higher Education (DoHE). The Environmental and Social Management Frame Work (ESMF) has been prepared for the project to take care of environmental and social impacts of the project and to comply with ADB SPS 2009 and local, national and State regulatory requirements. The ESMF will be followed in planning and implementation of this project. As part of project there is proposal to upgrade 11 existing Employment Exchanges into Model Career Centers (MCCs) and to construct few new MCCs, 7 Rural Livelihood Centers (RLCs), 6 City Livelihood Centers (CLCs) and one Women's Polytechnic at Rehan in Kangra district. In addition to these infrastructure facilities for skill development, 50 ITIs will be upgraded through installation of equipment to make these NSQF aligned. As part of this HPSPDP project there will also be construction of training hall and laboratories in 10 undergraduate colleges and 10 polytechnics where vocational courses will be introduced.
3. As per ESMF requirements, this social due diligence report has been prepared for the proposed RLC at Bijahi village in Thunag Tehsil of Mandi district. The implementing agencies for this sub project are PWD and HPKVN. The DORD will support the implementation.

## **B. JUSTIFICATION FOR THE PROJECT**

4. Himachal Pradesh (HP), located in the north of India along the Himalayan range, has a population of 6.8 million. Despite constraints such as its hilly terrain, poor connectivity, and predominantly rural population (90%), HP has shown significant improvement in economic, poverty, education, and health indicators since the year 2000 owing to the concerted effort of

successive governments to invest in infrastructure and improve delivery of basic public services. With the marked increase in secondary school enrolments over the past decade, the Government of HP (GOHP) now faces the “second-generation” challenge of providing appropriate technical and vocational education training (TVET) opportunities to its youth to prepare them for the fast-changing needs of the job market. The proposed project will assist GOHP in increasing the employability of its youth and improving their employment prospects by modernizing and reforming the state’s TVET programs, aligning it to the needs of the market through public private partnerships (PPP), and improving overall quality and outcome of TVET programs.<sup>1</sup>

5. Between fiscal year (FY) 2004–05 and FY 2013–14, HP’s economy grew at 7.8% as compared to 7.6% for India as a whole. Overall poverty declined from 22.9% to 8.1% between FY 2004–05 and FY 2011–12.<sup>2</sup> Decline in rural poverty from 25.6% to 8.5% was commendable. Nearly all villages in HP have access to electricity. Two-thirds of rural households have access to sanitation facilities as compared to the all India average of 30.7%. Average life expectancy in HP at 70 years is higher than the national average of 66.1 years. Overall literacy rate has improved and the gender gap has narrowed steadily.<sup>3</sup> In FY 2013–14, the gross enrolment rate (GER) at the secondary and higher secondary levels in HP was 120 and 96 respectively as compared to 76 and 52 for India. Owing to high female literacy and improved access to basic health, education, and family planning services, HP’s fertility rate is 1.9, which is lower than the replacement level. HP has a narrow demographic window till 2022 after which, the share of the working age population (15–59 years) will begin to decline.<sup>4</sup>
6. The GOHP is keen to take advantage of this demographic window by boosting the technical and vocational skills level of its youth. However, despite the increase in secondary school enrolment and improvement in literacy levels, HP is constrained by the low employability of

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<sup>1</sup> The project is included in the country operations business plan for India. ADB. 2015. Country Operations Business Plan: India, 2016–2018. Manila. Project preparatory technical assistance will be provided (Appendix 3).

<sup>2</sup> Estimates are based on ‘Suresh Tendulkar Committee’ poverty estimates.

<sup>3</sup> Between 1991 and 2011, HP’s literacy rate increased from 63.7% to 82.8%. Male literacy increased from 75.3% to 89.5% while female literacy rose from 52.1% to 75.9%. The gender gap fell from 23.2% in 1991 to 13.4% in 2011.

<sup>4</sup> By 2026, around 14.7% of HP’s population will be aged 60 years and above.

its school and college graduates. The challenge of “educated unemployment” is growing.<sup>5</sup> Like in the other states of India, general education at the secondary and college levels is not adequately aligned to the needs of the market. TVET programs in HP are fragmented across 12 government departments. There are no uniform benchmarks for quality assurance, outcomes, certification, or costs. Owing to outdated curricula and delivery methods, weak industry-linkage, and poor placement record, TVET is not viewed as a viable career option by HP’s youth. Consequently, there continues to be heavy dependence on government jobs in HP which is neither fiscally sustainable, nor economically productive.<sup>6</sup> Further, a sharp mismatch has arisen between HP’s economic and employment profiles over time. Between FY 2004–05 and FY 2013–14, the share of the primary sector in HP’s gross domestic product declined from 25% to 19%, of the secondary sector remained stable at around 38%, and that of the tertiary sector increased from 36% to 43%.<sup>7</sup> However, as of FY 2013-14, 58.5% of the workforce continues to be employed in the primary sector, 22.5% in the secondary sector, and only 19% in the services sector. It is estimated that between 2017 and 2022, there will be a net demand for 515,557 skilled workers.<sup>8</sup> HP’s TVET system therefore, needs to be reformed on a priority basis to equip its youth with the skills required to make the transition from primary to secondary to tertiary jobs.

7. In February 2015, GOHP established a skill development corporation – the HP Kaushal Vikas Nigam (HPKVN) – as an autonomous body under the Department of Planning to take the lead in delivering the mandate of the HP Skill Development Mission (HPSDM) by bringing about convergence across the TVET programs being run by different departments, and aligning all training with the competency levels specified in India’s National Skills Qualification Framework (NSQF) and other national quality assurance and certification norms.<sup>9</sup> There will be industry representation in HPKVN’s Board to strengthen market links and catalyze PPPs in training and assessment. HP is one of the first few states including

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<sup>5</sup> In HP, the worker to population ratio, i.e., the number of persons employed per 1000 persons, is 86% for those with primary education, 67% for those with secondary education, and 60% for those with higher secondary education.

<sup>6</sup> In 2012–2013, the share of salaries in total expenditure in the government of HP was 33.8% as compared to an average of 23.6% for all other states. In 2011, one third of employed Himachalis held public sector jobs.

<sup>7</sup> The primary sector includes agriculture, forestry, and fishing; the secondary sector: construction, manufacturing, mining and quarrying, electricity gas and water supply; and the tertiary sector: hospitality, transport and communication, trade, banking, insurance, public administration, and other services.

<sup>8</sup> National Skill Development Corporation. 2012. *Skill-gap Study for Himachal Pradesh, 2012-2022*. New Delhi.

<sup>9</sup> India’s National Skill Development Policy, 2015, encourages states to develop umbrella Skill Development Missions, with “the over-arching power to pool resources for harmonizing the skilling efforts across line departments, private agencies, and voluntary organizations, and reducing duplication.”



Kerala and Haryana to introduce vocational education at the secondary level successfully. GoHP aims to build on this by integrating vocational education at the college level so that a TVET career path can be opened up for students pursuing general education. This project will modernize and reform HP's TVET institutional framework, scale up the state's annual TVET training capacity by 17,000, and align it to the needs of the market so that the employment prospects of HP's youth improves.

### **C. SCOPE OF THIS DUE-DILIGENCE REPORT:**

8. This social due diligence report examines Involuntary Resettlement and Land Acquisition issues in the proposed RLC Bijahi, impacts on Indigenous People, Gender Issues, Project Outputs and Stakeholder Consultations. The HPSDP project has been categorized as "C" for Involuntary Resettlement and Indigenous People.

### **D. OBJECTIVES OF THIS DUE-DILIGENCE REPORT:**

9. The objective of Due Diligence report is to examine that all ADB SPS social safeguards principles, ESMF and Government of India and GOHP regulatory requirements are met for the subproject life cycle.

### **E. PROJECT IMPACTS AND OUTPUTS**

10. The sub project is a part of HPSDP. The HPSDP impacts include improved employment and livelihood development opportunities for the needy youth of HP aged 16 to 30 years, aligned with the mandate of the HP Skill Development Mission. The outcome will be improved employability of those trained under the project. This will be achieved through the following outputs:
11. **Output 1:** TVET in HP scaled up and aligned to national standards. The project will support HPKVN in designing and running an NSQF-aligned TVET training program to reach out to 65,000 needy youth over the project period (2017–2021).<sup>10</sup> HPKVN will subsume the ongoing

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<sup>10</sup> Alignment with NSQF is critical because with effect from 27 Dec. 2016, no government funding will be provided for training programs which are not NSQF-aligned. Also, all announcements for jobs in the

skilling programs of some Departments such as Horticulture, Health, Animal Husbandry, Tribal Affairs, and Tourism, and align them with national quality assurance standards. It will encourage PPPs in TVET training and assessment. Depending upon the background, capacity, and aspirations of the trainees, training will be provided either for formal wage employment, or for improved livelihood development and self-employment. The project will also support the Department of Higher Education (DOHE) in introducing long-term (i.e. 1 to 3 years) Bachelor of Vocational Education (B. Voc.) courses and short-term courses aligned to NSQF levels 5 to 6 in 50 government and government-aided arts and science colleges. This will provide nearly 20,000 students with the opportunity to get advanced degrees in vocational education over the project period. It will establish a career path for TVET, and help to counter the stigma attached to it. To expand TVET options for the girls of HP, the project will establish a polytechnic for women focusing on trades such as Civil Engineering, Electrical Engineering, Computer Engineering and Architectural Assistantship which are in high demand.<sup>11</sup> 1,200 women will be trained over the project period. Overall, the proposed project will boost HP's annual TVET training capacity by 17,000.

12. **Output 2:** Market-aligned skills ecosystem is created in HP. The project will support HPKVN in forging partnerships with industry associations and sector skills councils (SSCs) to get demand information, and identify internship and placement opportunities. Around 200 master-trainers focusing on the main demand sectors relevant for HP will be groomed. The project will assist the Department of Labor and Employment (DOLE) in converting 11 employment exchanges into centers for awareness building and career counseling and few new Model Career Centres will be established. The revamped employment exchanges will disseminate information on all ongoing public and private schemes, and play a pro-active role in placements. An information technology (IT)-based job portal will be established so that the trained and certified youth of HP are able to access job opportunities within and outside the state.
13. **Output 3:** Access to quality training institutes improved. The project will establish 7 multi-purpose Rural Livelihood Centers (RLCs) and 6 City Livelihood Centers (CLCs) to reach out to rural and urban poor respectively. HPKVN will assist the Department of Rural Development (DORD) and the Department of Urban Development (DOUD) in delivering training in these centers. The project will also help the Department of Technical Education Vocational &

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central government, state governments, and public sector enterprises will have to define eligibility criteria in terms of NSQF. Certificate received by trainees upon the completion of training has to be NSQF-aligned for them to be eligible for jobs.

<sup>11</sup> Currently, HP has only 1 dedicated polytechnic for women at Kandaghat. The project will therefore, expand the reach of TVET training for the benefit of HP's women.

Industrial Training (DOTE) in upgrading the equipment of 50 selected Industrial Training Institutes (ITIs) as required by the revised guidelines of the National Council of Vocational Training (NCVT). This will ensure that the latest training is offered to the 6750 students enrolled in these 50 ITIs. The proposed RLC at Bijahi will expand TVET training options for rural youth. In addition to the above, there will be construction of laboratories and training halls in 10 undergraduate and 10 polytechnics where vocational courses are to be started.

14. **Output 4.** Capacity of HPKVN strengthened. The project will build HPKVN's project management, fiduciary, safeguards, and training capacity. A cadre of staff specialized in different facets of TVET – counseling, training, quality assurance, industry engagement, skill-gap analysis, and M&E – will be trained. HPKVN will prepare a TVET results-framework for the entire state. Lessons drawn from evaluations of ongoing programs will be used to reduce duplication. The new infrastructure proposed under the project will be located optimally so that all Departments can use them as required. A state-wide IT-based management information system (MIS) for tracking project activities assessors will be established. This will help to break silos across departments, and establish the foundation for a true state Skill Development Mission.
15. The project is pro-poor and gender focused. The target trainees are the needy urban and rural youth of HP, and those enrolled in government arts and science colleges and TVET training institutes. Training will focus on trades such as pharmaceuticals, food processing, and light manufacturing in the secondary sector, and retail, tourism, hospitality, and banking and financial services in the tertiary sector for which there is demand within and outside HP. Support will also be provided to boost the livelihoods of the rural and urban poor through a package of training and marketing support. To ensure that the labor force participation rate for women does not decline with urbanization and diversification of HP's economy, the project will establish a Women's Polytechnic (output 3), introduce gender-sensitive vocational courses in arts and science colleges where a high proportion of women are enrolled, and design counseling modules to inform women of the opportunities and career choices offered by TVET.<sup>12</sup>

## **F. SCOPE OF LAND ACQUISITION AND RESETTLEMENT ISSUE**

16. The construction and operation of the RLC at Bijahi will not result in any permanent or
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<sup>12</sup> In 2011–2012, HP's labor force participation rate for rural women was 63%, but only 28% for urban women. It was 87% for rural men and 73% for urban men.

temporary land acquisition and resettlement impacts because the land is owned by the Government of Himachal Pradesh (DORD owned land). There is no displacement of any families in anticipation of the project implementation also.

17. There is also no encroachment by any private parties at the subproject site. There are no squatters or kiosks either residing or doing any commercial activities within the proposed site of RLC and its surroundings. As the project interventions will be on GOHP owned land in possession of DORD, who will manage and operate the RLC. In the subproject implementation no land acquisitions and resettlement requirements are envisaged.

### **G. INDIGENOUS PEOPLES:**

18. There will be no impact on Indigenous peoples (IPs). All the proposed construction activities will be done within the vacant government land. This HPSPDP project is categorized as “C” for Indigenous Peoples. No Indigenous Peoples Development Plan (IPDP) will be needed for the construction and operations of RLC Seraj near Bijahi village in Thunag Tehsil of Mandi district. The tribal population in the State is 5.71%. The areas dominated with tribal population are Lahaul Spiti and Kinnaur districts. These are far away from the RLC site.

### **H. GENDER ISSUES:**

19. The proposed sub project construction and operations will not have any adverse impact on women and/or girls or will not widen gender inequality. The subproject will raise technical skills of females and will help in getting employment. The HPSPDP project as a whole will have positive impacts as it will provide direct and indirect employment to youths during implementation and operation. To create awareness among the upcoming development activities and their livelihood opportunities that are likely to come up, continuous consultation and focus group discussion with women community at subproject site and surroundings will be conducted throughout the project implementation period for participation in income generation and livelihood related activities.
20. Further, DoP, DORD, HPKVN and other implementing agencies will also publicize facilities available at RLC for taking up job based training programs. This will help women youth in getting training in job oriented skills in Mandi district and surroundings.

### **I. PUBLIC CONSULTATIONS**

21. Census Survey was not undertaken because of the reasons mentioned above, i.e. there is no physical or economic, temporary or permanent, IR impact. No person or community is

being adversely affected by the establishment of RLC. No land or asset acquisition is necessitated in the sub project. So people and communities will not be physically or economically displaced due to the project interventions. No Common Property Resources (CPRs) such as Schools, hospitals, wells, hand pumps, graveyards, and religious structures will also be affected. The vulnerable group, indigenous and other ethnic groups are not being impacted. A summary of resettlement impact and the socio-economic table therefore is redundant. During visits to subproject site public consultations were conducted by the PMC team and the IA officials to understand the possible impacts of the project and to solicit views, comments and suggestions of the stakeholders.

22. During consultation meetings, participants were of the view that HPSPDP project as whole is important and very much needed and all were pleased by learning that project related facilities to upgrade the skills of youth and a new RLC will be established in their area and assured of cooperation during the project implementation. There was no opposition for the RLC establishment, learning that this will be on government land.

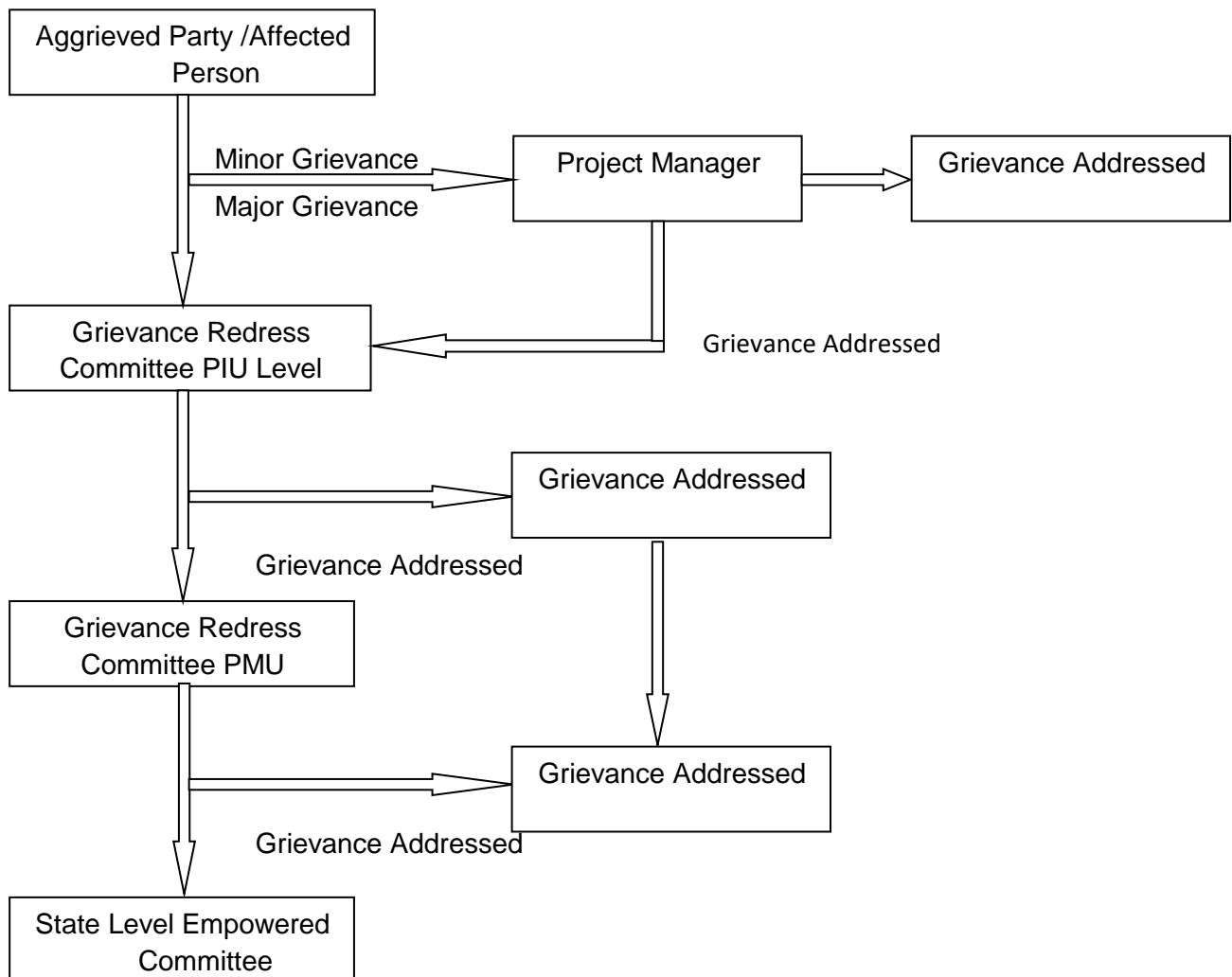
## **J. GRIEVANCE REDRESS MECHANISM**

23. The affected person(s)/aggrieved party can give their grievance verbally or in written to the local site office. Grievances of affected person will first be brought to the attention of the Project Manager at PIU at local level who can resolve the issue at the site level. If the matter is not solved within 7 days period by the PIU, it will be brought to the Grievance Redress Committee constituted for the purpose in PIU at site. This GRC shall discuss the issue in its monthly meeting and resolve the issues within one month of time after receiving the grievance. If the matter is not resolved by GRC at PIU level within stipulated time, it shall be referred to GRC at PMU level by Project Manager of PIU.
24. GRC at PMU shall discuss the issue and try to resolve it and inform the PIU accordingly. If the matter is not resolved by the GRC at PMU level within one month of time, it will be referred to the State Level Empowered Committee. This committee will resolve the grievance within one month of receiving the complaint. The aggrieved person/party can bring the matter to The Court of Law any time before and or after filing complaints at PIU or PMU level. The PIU shall keep records of all grievances received including contact details of complainant, date of receiving the complaint, nature of grievance, agreed corrective actions and the date these were affected and final outcome. The grievance redress process is shown below.

### ***Composition and functions of GRC***

25. PIU Level Grievance Redress Committee (GRC- PIU) – This committee will comprise of one local elected members of village Panchayat, Project Manager, PWD Engineer deployed at site , and construction manager of the contractor.
26. The GRC- PIU shall be headed by Project Manager (PIU). The committee will meet at least once in every month. Agenda of meeting shall be circulated to all the members and affected persons/aggrieved party along with venue, date and time; informed in written at least 7 days in advance of meeting. The matters shall remain with GRC at PIU level for one month and if grievance is not resolved within this time period, the matter shall be referred to GRC at PMU.
27. GRC within Environmental and Social Management Cell (ESMC) at PMU-There shall be one GRC in PMU. The matters not resolved by the GRC at PIU level within one month shall come under GRC at PMU. GRC at PMU will include Managing Director- HPKVN, Safeguard Specialists (Environmental and Social) of PMU and One representative from the DoUD, DOTE, DOLE, DORD from Shimla offices. The Committee shall be headed by MD HPKVN. This committee shall look into the matters, which are referred to and not resolved by GRC at PIU level. If the matter is not resolved by the GRC at PMU level within one month of time, the aggrieved person/party can bring the matter to State Level Empowered Committee (SLEC). This committee will resolve the issue within one month time.
28. **Approach to GRC.** Affected person/aggrieved party can approach to GRC for redress of his/their grievances through any of the following modes :
  - Web based: A separate corner will be developed at the HPKVN website so that public /community/ affected person can register their complaint in the online column.
  - Telecom based: A telephone number will be displayed at the web site of HPKVN as wells at the construction site of women's Polytechnic so that general public can register their complaint through telephone / mobile phone to the PIU/PMU office.

### GRIEVANCE REDRESS MECHANISM (HPSDP)



### K. FINDINGS:

29. In the establishment and operations of RLC at Bijahi, full or partial, permanent or temporary, physical and economic displacements are absent. There are no Project Displaced Persons (DPs); no land or structure is impacted, no common property resources are affected. Even nobody's livelihood either temporarily or permanently is likely to be affected.
30. The establishment and functioning of RLC will not result in permanent land acquisition and resettlement impacts because it will be undertaken within the land available and owned by the DORD, GOHP.

31. This project has been categorized as “C” for Involuntary Resettlement (IR) impact as per the ADB’s Safeguard Policy Statement, 2009 (SPS).
32. The project has also been categorized as 'C' for Indigenous People (IP) impact as proposed RLC site is not located in Tribal areas.

#### **L. OTHER SOCIAL MEASURES AND SUGGESTIONS:**

33. Although there is no land acquisition and resettlement impact for the RLC mentioned above, even then the contractor shall ensure that the construction staff shall adhere to the following code of conduct while undertaking construction activities:
  - Regularly remove trash from the site on scheduled clean-up days;
  - Entire area will be declared as plastic free, smoking free and silence zone and sign boards for the purpose should be displayed at site.
  - Prior to commencement of site activities and mobilization on ground, the contractor will prepare and get approved from the PWD, circulation plan for the construction phase for safe passage of traffic, including development of alternative access routes, traffic regulations, signage, etc., during construction. The Contractor with support of the PWD will carry out dissemination of these information and circulation plan at key entry points to the respective destinations.
  - The contractor will train manpower not to hunt any bird or animals and damage the private plantation in the surroundings of subproject site.

#### **M. CONCLUSION AND RECOMMENDATIONS**

34. It is concluded from this due diligence study that establishment and operations of RLC at Bijahi village does not have issues of land acquisition and resettlement. All RLC infrastructure and associated facilities will be built on vacant government land owned by DORD GOHP. Due to sub project intervention, there will be no loss of income of any person or any assets, either privately owned or publicly owned. In case any claims or complaints are submitted during the construction period, an effective and efficient Grievance Redress Mechanism (GRM) will be followed. This GRM will enhance provision of timely and sensible hearings and facilitate solutions. The consultations should be continued throughout the construction period for a hassle free implementation.
35. This Social Due Diligence Report also meets ESMF requirements for screening of project from social impacts point view in the start phase of subproject life cycle.